

CONSUMER ADVISORY COMMITTEE MEETING

**Federal Communications Commission
445 12th Street, S.W., Room TW-C305, Washington, DC**

**Friday, March 26, 2004
8:30 a.m. - 4:00 p.m.**

TENTATIVE AGENDA

Morning Session

- 8:30 - 9:00 a.m.** **Continental Breakfast, Networking, and Conversation**
- 9:00 a.m.** **Welcome and Call to Order**
Shirley L. Rooker, Chair, Consumer Advisory Committee (CAC)
- 9:05 - 9:10 a.m.** **Meeting Logistics**
Scott Marshall, CAC Designated Federal Officer, Consumer &
Governmental Affairs Bureau (CGB)
- 9:10 - 9:30 a.m.** **Introduction of the Chairman and Commissioners, (Chairman
and Commissioners invited -- schedules permitting)**
K. Dane Snowden, Chief, CGB
- 9:30 - 9:45 a.m.** **Update on the Consumer & Governmental Affairs Bureau**
K. Dane Snowden, Chief, CGB
- 9:45 - 10:00 a.m.** **Overview of the Quarterly Inquiries and Complaints Report
and Quality of Service Report, Thomas Wyatt, Deputy Bureau
Chief, CGB**
- 10:00 - 12:00 p.m.** **Working Group Break Out Sessions**
- 12:00 - 1:00 p.m.** **Lunch**
**Presentation: Voice Over Internet Protocol (VoIP)
demonstration [vendor TBD]**

Afternoon Session

- 1:00 - 1:45 p.m.** **Recommendations Regarding Electronic Access to the FCC,**
Susan K. Mazrui, Consumer Complaints, Outreach Education, and
Participation Working Group
- 1:45 - 2:30 p.m.** **Review of Pending VoIP Rulemaking Proceeding,** Jeffrey
Carlisle, Senior Deputy Bureau Chief, Wireline Competition
Bureau (WCB)
- 2:30 - 2:45 p.m.** **Break**
- 2:45 - 3:45 p.m.** **Partnering with State & Local Consumer Affairs Agencies**
[presenters TBD]
- 3:45 - 4:00 p.m.** **Comments from the Public; Wrap-Up; Future Meetings**
- 4:00 p.m.** **Adjournment**